

CM/ECF USERS SURVEY RESULTS

In May, the Clerk's Office posted a survey on our web site. We received 129 responses:

- 91% said they were satisfied to very satisfied with ECF, compared to 9% who said they were dissatisfied.
- 94% said they were satisfied with the support they receive from the Court, while 6% said they were dissatisfied.
- 97% said they were satisfied to very satisfied with the training they received and 3% said they were dissatisfied.
- 94% said they were satisfied to very satisfied with the User Manual and 6% said they were dissatisfied.

Those who expressed satisfaction with ECF commented that they liked the convenience, ease and simplicity of filing; the 24-hour access; the speed; electronic notification of filings; time savings, reduced cost of service of pleadings and not having to go to the courthouse to file pleadings. The least satisfying aspects of ECF were reported as: filing large attachments; determining which docket event to use for pleadings; no time/date stamp; inability to e-file some documents because of court-imposed restrictions (e.g. sealed documents); and too many passwords required (ECF password and PACER password).

The Clerk's Office is committed to resolving these concerns, if possible:

- Transmitting large documents across the internet is inherently difficult. However, we would note that permission can be requested to manually file exceptionally large documents.
- To make it easier to locate events, we have posted a list of the events on our web site, under "Electronic Case Filing" → "Topics." We have also sent an e-mail to all users asking them to suggest new events.
- We have implemented a time/date stamp feature.
- The filing of sealed documents will be considered in the future.
- The need to have a CM/ECF and a PACER password is necessary as they are separate systems. However, you can avoid having to enter your PACER password each time you access PACER by checking the "Make this my default login" box on the PACER login screen.

We are very pleased that, even though a few users expressed dissatisfaction, the overwhelming response to electronic filing is positive. Many attorneys expressed appreciation for the Court making the ECF system available to them and said they wished ECF were available in all courts. We have worked very hard to make electronic filing available and to make it as successful as possible and welcome any suggestions.